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# Example of Clinical Support Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of clinical support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for clinical support

* Deliver local administration and support for international and local systems used in Clinical Operations
* Configure and maintain systems, websites and portals to meet trial team needs
* Accountable for Generic Screening, collecting and tracking information on potential investigators and sites obtained from multiple sources
* Accountable for maintaining timely and accurate information investigator and site information in appropriate databases (eg
* Pro-actively identifies operational problems, obstacles and barriers for the Investigator systems and Generic Screen processes and clearly recommends improvements to ensure that delays and opportunities are communicated to management in a timely manner
* Provide data analysis support from both global and local system by designing and implementing metrics reports for ClinOps management and users
* Communications, best use of systems/tools, and functional excellence
* Lead the development and maintenance of a robust user support infrastructure to foster communication between users, collection of user feedback, sharing tips and tricks for using systems, provide ongoing dialogue on system use, system changes
* Lead the development and continual improvement/functional excellence of the support services provided by COBS in alignment with management strategies
* Provide local support to assist in developing and documenting best practices for systems and tools

## Qualifications for clinical support

* Ability to travel abroad (at least once a quarter)
* Display strong skills in application support
* Possess knowledge of application development
* 1+ years of experience in of the following EMR applications – Epic, Cerner, McKesson and MeditechA+ Certification
* All candidates will have to be shift flexible
* One year recent (within the past 5 years) Phlebotomy experience or current (within the past 6 months) certificate in Phlebotomy